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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

February 12, 2016

Mike F. Ryan, Director
Orange County Social Services Agency
888 N. Main Street
Santa Ana, CA 92701

Dear Mr. Ryan:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of August 10 through August 14, 2015. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at crb@dss.ca.gov.

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/civilrights/PG2890.htm>.

If you need technical assistance in the development of your CAP, please feel free to contact Jaime Urquizo at (916) 654-2101. You may also contact him by e-mail at james.urquizo@dss.ca.gov.

Sincerely,

Original signed by Chief

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

Enclosure

c: Carol Taylor, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Taadhimeda Haynes
Staff Services Manager I

Sysvanh Kabkeo, Chief Sysvanh
CalFresh Management Operations Section

Paul Gardes
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Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
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Western Region

Andrew Riesenbergs
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Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
COUNTY OF ORANGE
SOCIAL SERVICES AGENCY**

**Conducted on
August 10 through August 14, 2015**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer: Jaime Urquizo

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess Orange County Social Services Agency with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on August 10 through August 14, 2015. An exit interview was held on August 14, 2015, to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
SARC/ East Region	1928 S. Grand Avenue	Calworks, Welfare to Work, Calfresh	English, Spanish
One Stop/Train Station	1000 E. Santa Ana Blvd	Calworks, Welfare to Work, Calfresh	English, Spanish
FSS/CFS - Eckhoff	800 N. Eckhoff - Orange	Foster Care, ER, FMCS, SFS, Adoptions	English, Spanish
CHIP – West Region	6100 Chip Avenue - Cypress	Calworks, Welfare to Work, Calfresh	English, Spanish

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2015 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with community advocate groups. In this review the following organization(s) were contacted for feedback. The following organizations responded to our request: NOTE: These organizations did not have any observations.

Jewel Loff
Hurt Family Health Clinic
(714) 247-4398

Christina Hall, Executive Director
OC Food Access
(714) 564-9525

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	26	26
Children Social Workers	10	10
Receptionist/Screeners	4	4
Total	40	40

Program Manager Surveys

Number of surveys distributed	4
Number of surveys received	4

Reviewed Case Files

English speakers' case files reviewed	35
Non-English or limited-English speakers' case files reviewed	87
Languages of clients' cases	English, Spanish, Vietnamese, Arabic, Farsi

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section X highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XI of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Some-times	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	Yes			
Does the county have extended hours to accommodate clients?	Yes			
Can applicants access services when they cannot go to the office?	Yes			
Does the county ensure the awareness of available services for individuals in remote areas?	Yes			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)?	Yes			
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukranian, Vietnamese?	Yes			
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	Yes			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	Yes			
Were the current versions of the required posters present in the lobbies?	Yes			
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	Yes			
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	Yes			

B. Corrective Actions – None

C. Recommendations – None

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

1. Facility Location: (Monday – 1st of 3 buildings checked - 1928 S. Grand Avenue (BUILDING A))

Facility Element	Findings	Corrective Action
Parking	Disable parking signs short of 80" were at 74" to the bottom of the first sign.	Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background. (CA T24 1129B.4) (ADA 4.6.4) p 134

Facility Element	Findings	Corrective Action
		<p>When in a path of travel, sign shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B. 4) (ADA 4.6.4) p 134</p>
Parking	Unauthorized parking sign needed at entry to parking lot from cul-de-sac entry.	<p>An additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space.</p> <p>The sign shall be 17" by 22" min. in size with lettering 1" min high, stating:</p> <p>"Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at ____ or by telephoning ____."</p> <p>Blank spaces are to be filled in with appropriate information as a permanent part of the sign.</p> <p>(CA T24 1129B.4) p 134</p>
Outside signage	Directional signs needed at corner of building A - guiding clients to the front entrance.	<p>Signs shall indicate the direction to accessible building entrances and facilities,</p> <p>(CA T24 1117B.3) p 191, 400</p>
Men's Restroom	Door pressure was at 9 lbs	Interior Door will have 5 pounds maximum pressure.

Facility Element	Findings	Corrective Action
		(CA T24 1133B.2.5) (ADA 4.13.11(2)(b)) p 207
Men's Restroom	Men's toilet paper holder was too far from required distance at 22" from toilet.	<p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat.</p> <p>(CA T24 1115B.8.4) pp 299, 305</p> <p>Toilet paper dispenser minimum height from floor is 19".</p> <p>(CA T24 1115B.8.4, ADA 4.16.6) pp 299, 305</p>
Women's Restroom	Women's toilet paper holder was too far from required distance at 25" from toilet.	<p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat.</p> <p>(CA T24 1115B.8.4) pp 299, 305</p> <p>Toilet paper dispenser minimum height from floor is 19".</p> <p>(CA T24 1115B.8.4, ADA 4.16.6) pp 299, 305</p>

2. Facility Location: (Monday – 2nd of 3 buildings checked - 1928 S. Grand Avenue (BUILDING B))

Facility Element	Findings	Corrective Action
Parking	2 Disable parking signs short of 80" were at 74" to the bottom of the first sign.	Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the

Facility Element	Findings	Corrective Action
		<p>International Symbol of Accessibility in white on dark blue background. (CA T24 1129B.4) (ADA 4.6.4) p 134</p> <p>When in a path of travel, sign shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B. 4) (ADA 4.6.4) p 134</p> <p>An additional sign or additional language below the symbol sign of accessibility shall state "Minimum Fine \$250" (CA T24 1129B.4) p 134</p>

3. Facility Location: (Monday – 3rd of 3 buildings checked -1928 S. Grand Avenue (BUILDING C)

Facility Element	Findings	Corrective Action
Men's Restroom	Door pressure was at 10 lbs	<p>Interior Door will have 5 pounds maximum pressure.</p> <p>(CA T24 1133B.2.5) (ADA 4.13.11(2)(b)) p 207</p>
Women's Restroom	Door pressure was at 11 lbs.	<p>Interior Door will have 5 pounds maximum pressure.</p> <p>(CA T24 1133B.2.5) (ADA 4.13.11(2)(b)) p 207</p>

4. Facility Location: (Tuesday) -- 1000 E. Santa Ana Blvd

Facility Element	Findings	Corrective Action
Elevator	Elevator 1 st floor – missing disabled signage	Entrances that are accessible to and usable by persons with

Facility Element	Findings	Corrective Action
	and braille outside the elevator on the wall.	<p>disabilities are identified with at least 1 International Symbol of Accessibility. Additional directional signs using the symbol are visible along approaching pedestrian ways.</p> <p>(CA T24 1117.B.5.8.1.2) p 256</p> <p>Where existing elevators do not comply with this section, elevators complying with this section shall be clearly identified with the International Symbol of Accessibility complying with section 57, Signs & identification.</p> <p>(CA T24 11B-216.7) (ADA 216.7)</p>
Elevator	Elevator 3rd floor – missing disabled signage and braille outside the elevator on the wall.	<p>Entrances that are accessible to and usable by persons with disabilities are identified with at least 1 International Symbol of Accessibility. Additional directional signs using the symbol are visible along approaching pedestrian ways.</p> <p>(CA T24 1117.B.5.8.1.2) p 256</p> <p>Where existing elevators do not comply with this section, elevators complying with this section shall be clearly identified with the International Symbol of Accessibility complying with section 57, Signs & identification.</p> <p>(CA T24 11B-216.7) (ADA 216.7)</p>

5. Facility Location: (Wednesday) - 800 N. Eckhoff St, Orange

A. Recommendation – No problems noted with this facility.

6. Facility Location: (Thursday) – 6100 Chip Avenue, Cypress

Facility Element	Findings	Corrective Action
Outside signage	Directional signage is needed at sides of bldg. leading clients to enter at the front entrance of the building.	Signs shall indicate the direction to accessible building entrances and facilities, (CA T24 1117B.3) p 191, 400

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	Yes			
Does the county use a primary language form?	Yes			
Does the client self-declare on this form?	Yes			
Are non-English- or limited- English-speaking clients provided bilingual services?	Yes			
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	Yes			
Is there a delay in providing services?		No		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	Yes			
Are county interpreters determined to be competent?	Yes			
Does the county have adequate interpreter services?	Yes			
Does the county allow minors to be interpreters?	Yes			

Question	Yes	No	Some-times	Comments
If so, under what circumstances?				
Does the county allow the client to provide his or her own interpreter?	Yes			The County will allow and documentation is evident.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes			
Does the county use the CDSS-translated forms in the clients' primary languages?	Yes			
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes			
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	Yes			
Does the county identify a client with a disability (physical, mental, or learning)?	Yes			
Does the county provide reasonable	Yes			

Question	Yes	No	Some-times	Comments
accommodations to clients with a disability (physical, mental, or learning)?				
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	Yes			
Does the county offer screening for learning disabilities?	Yes			
Is there an established process for offering screening?	Yes			
Is the client identified as having a learning disability referred for evaluation?	Yes			

B. Corrective Actions – None

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

Documented Item	CalWorks	Welfare to Work	Calfresh	Foster Care, Adoptions,
Ethnic origin documentation	Orange County is clearly identifying a clients Ethnic Original on record	Orange County is clearly identifying a clients Ethnic Original on record	Orange County is clearly identifying a clients Ethnic Original on record	Orange County is clearly identifying a clients Ethnic Original on record
Primary language documentation	Orange County is clearly identifying a clients Primary Language on record	Orange County is clearly identifying a clients Primary Language on record	Orange County is clearly identifying a clients Primary Language on record	Orange County is clearly identifying a clients Primary Language on record
Method of providing bilingual services and documentation	At intake clients are queried on language preferences and assigned a bilingual worker.	At intake clients are queried on language preferences and assigned a bilingual worker.	At intake clients are queried on language preferences and assigned a bilingual worker.	At intake clients are queried on language preferences and assigned a bilingual worker.
Client provided own interpreter	A client is advised on providing their own interpreter.	A client is advised on providing their own interpreter.	A client is advised on providing their own interpreter.	A client is advised on providing their own interpreter.
Method to inform client of potential problem using own interpreter	As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented.	As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented.	As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented.	As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented.

Documented Item	CalWorks	Welfare to Work	Calfresh	Foster Care, Adoptions,
Individual's acceptance or refusal of written material offered in primary language	When a client refuses written material offered in their language – it is documented.	When a client refuses written material offered in their language – it is documented.	When a client refuses written material offered in their language – it is documented.	When a client refuses written material offered in their language – it is documented.
Documentation of minor used as interpreter	If a minor is used as an interpreter – it is being documented.	If a minor is used as an interpreter – it is being documented.	If a minor is used as an interpreter – it is being documented.	If a minor is used as an interpreter – it is being documented.
Documentation of circumstances for using minor interpreter temporarily	If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented.	If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented.	If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented.	If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented.
Method of identifying client's disability	At intake a client is asking about any special accommodations needed. At intake a form is used to identify a clients disability.	At intake a client is asking about any special accommodations needed. At intake a form is used to identify a clients disability.	At intake a client is asking about any special accommodations needed. At intake a form is used to identify a clients disability.	At intake a client is asking about any special accommodations needed. At intake a form is used to identify a clients disability.

B. Corrective Actions – None

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	Yes			
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	Yes			
Does the county provide employees Cultural Awareness Training?	Yes			
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	Yes			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes			

A. Corrective Actions – None

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	Yes			
Did the employees know who the Civil Rights Coordinator is?	Yes			
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	Yes			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes			
Is the County utilizing correct correspondence to address the final results to the complainant after the investigation is completed?	Yes			

C. Corrective Action – None

IX. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

A. Observations included: No observations were submitted by the community organizations that were contacted.

B. Corrective Actions – None

X. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Orange County Social Services Agency Civil Rights Compliance Plan for the period July 1, 2015 through June 30, 2016, was received on July 10, 2015. It is approved as submitted.

XI. CONCLUSION

The CDSS reviewer found the Orange County Social Services Agency staff warm, welcoming, informative and very supportive. Particular thanks to Carol Taylor, Civil Rights Coordinator, for organizing the details of the review, and to Joe Quader, Administrative Manager I, who assisted in each of the facility reviews. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Orange County Social Services Agency is in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Orange County Social Services Agency must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.